**Job Description and Person Specification**

**Job title:** Countryside Mobility Operations Manager

**Reports to:** Countryside Mobility Strategic Manager

**Salary and benefits:** £25,991FTE NJC Scale 19

Contributory Pension

**Hours:** 24 hours per week

**Location:** Office based in Exeter LOD HQ with option for flexible working as per our flexible working policy

**Period of Notice:** 1 month

**Contract:** Permanent Contract

**Background/context**

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

LOD strives to be user-led in all that we do and we welcome applications from disabled and Deaf people.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

**Countryside Mobility**

Countryside Mobility provides safe, enjoyable access to the South West's most scenic locations for anyone who has difficulty walking, through our hire network of all-terrain mobility scooters known as Trampers. The award-winning scheme was established in 2010 and each year enables thousands of visitors and locals to access the countryside. Working in partnership with around 50 outdoor attractions, primarily around South West England, the scheme transforms visits enabling friends and family to explore together. Visit [www.countrysidemobility.org](http://www.countrysidemobility.org) to see more about the scheme.

**Purpose of the role**

To be responsible for the day-to-day operation of the Countryside Mobility (CM) scheme, ensuring it runs efficiently and safely. This includes management of our fleet of all terrain mobility scooters (Trampers); working with our partner sites; overseeing customer care and service user membership systems.

### Main Duties

Fleet Management

* To oversee routine and ad hoc maintenance of Trampers owned by LOD acting as a liaison point between partner sites, the manufacturer and the manufacturer’s itinerant engineers.
* Ensure all LOD owned Tramper scooters receive an annual service. Maintain service schedule as part of a fleet database, monitor and liaise with engineers for timely implementation, maintain service records (and share with sites).
* Manage the efficient response to Tramper breakdowns or damage, liaising with partner sites/ engineer/ manufacturer, to gather information for diagnosis, monitor progress, identify common issues. In the case of more significant damage, liaison with the insurance company, in combination with the CM Strategic Manager.
* Review and improve the existing fleet database and oversee ongoing management of database. Liaison with the CM Strategic Manager regarding advice given to partner sites to care for Trampers.
* Pre-Hire coordination –purchase arrangements, DVLA registration, allocation of engineer, delivery arrangements
* Refurbishment of Trampers– identify priorities, oversee implementation of refurbishment schedule in liaison with the CM Strategic Manager and LOD fundraising teams.

Partner site support

* Under the direction of, and in combination with, the CM Strategic Manager, to provide ongoing support, refresher training and annual review meetings with partner sites
* Under the direction of the CM Strategic Manager, to ensure compliance with all relevant CM procedures and health and safety legislation.

Customer Care

* Oversee transition from paper systems to online systems for gathering feedback from service users.
* Liaise with Strategic Manager regarding network-wide or significant issues raised by service users
* Complaint handling – follow up with sites and individuals to resolve complaints raised
* Positive feedback – respond to individual and share with sites

Line management

* Line management of Membership and Database Officer
* Develop and oversee volunteer opportunities

CM systems and processes

* To review the existing administrative systems and to identify / implement efficiency improvements providing recommendations for the CM Strategic Manager for approval
* Liaise with partner sites and CM Membership Officer to reconcile memberships sold
* Support CM Membership team with problem resolution

Promotion

* To work alongside the CM Strategic Manager and Marketing Officer at LOD in relation to the Marketing and promotion of the scheme
* To work with the LOD Marketing Officer to ensure best use is made of CM social media platforms (supported by the CM Strategic Manager)
* To work with CM Strategic Manager and Marketing Officer to ensure LOD branding is consistent and prominent in accordance with LOD branding guidelines.

General Duties

* Act as positive role model to equality and diversity, attending meetings to represent Living Options Devon
* Attend and participate in regular staff and team meetings.
* Attend mandatory staff induction training and refresher courses
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.

**NB** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

| **Attribute** | **Essential** | **Desirable** |
| --- | --- | --- |
| Qualifications and skills | * Degree level education or work experience equivalent * High levels of literacy and numeracy skills | * Relevant qualification directly relevant to job role (eg in Countryside Management or disability access issues) * Training or qualification on accessible environments (certificate level or above) * Project management qualification eg PRiNCE |
| Experience | * Experience in managing and delivering projects. * Experience of maintaining successful partnerships. | * Experience of undertaking risk assessments and managing health and safety. * Experience in managing and delivering a regional project. * Experience in a sales and/or a customer service role. * Experience of working with disabled people. * Experience of working in a recreation/visitor services role. |
| Knowledge | * Knowledge and understanding of recreation and visitor services. | * Knowledge of the social model of disability * Knowledge of mobility equipment * Knowledge of relevant health and safety legislation * Knowledge of the impact of accessibility to the countryside for disabled people |
| Management of people |  | * Experience line managing staff * Experience of recruiting and working with volunteers. * Excellent facilitation skills including the ability to encourage and support others into action. |
| Communication | * Excellent communication skills * Excellent networking skills and ability to develop and manage productive partnerships and relationships. * Experience of using a range of communication methods, including social media. | * Experience of public speaking and liaising with the media, including writing of articles and press releases. * Experience of planning and delivering training |
| Personal Qualities | * Self-motivated and proactive * Ability to think laterally and creatively in order to propose innovative solutions * Tactful, diplomatic and confident |  |
| Physical | * Able to carry out the duties of the post with reasonable adjustments where necessary. * Ability to travel across the South West. This includes occasional need to drive a larger vehicle to transport and load/unload Trampers |  |
| Technology / IT Skills | * Excellent use of IT including good knowledge of Microsoft Office. * Experience of using digital/online resources. | * Knowledge of developing and maintaining websites. |